

st francis home

Based on Nursing Home Compare - Complaint Deficiency

Provider Number	Nursing Home Name	Street
335172	ST FRANCIS HOME OF WILLIAMSVILLE	147 REIST STREET
335172	ST FRANCIS HOME OF WILLIAMSVILLE	147 REIST STREET
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City	State	Zip Code	Phone
WILLIAMSVILLE	NY	14221	(716) 633-5400
WILLIAMSVILLE	NY	14221	(716) 633-5400
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Survey Date	Date of Correction
01/31/2008	03/20/2008
03/26/2008	01/01/1900
03/30/2010	01/01/1900
03/30/2010	01/01/1900
05/13/2010	07/05/2010
05/13/2010	07/05/2010
10/28/2010	12/01/2010

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Based on Nursing Home Compare - Complaint Deficiency

Deficiency Type	Deficiency Category
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

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Deficiency	Scope	Level of Harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give each resident care and	Isolated	Actual harm

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335172	ST FRANCIS HOME OF WILLIAMSVILLE	147 REIST STREET
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335172	ST FRANCIS HOME OF WILLIAMSVILLE	147 REIST STREET
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335622	ELDERWOOD HEALTH CARE AT HEATHWOOD	815 HOPKINS ROAD
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335622	ELDERWOOD HEALTH CARE AT HEATHWOOD	815 HOPKINS ROAD
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335647	WILLIAMSVILLE SUBURBAN L L C	163 SOUTH UNION ROAD
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335647	WILLIAMSVILLE SUBURBAN L L C	163 SOUTH UNION ROAD
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WILLIAMSVILLE	NY	14221	(716) 633-5400
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WILLIAMSVILLE	NY	14221	(716) 688-0111
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WILLIAMSVILLE	NY	14221	(716) 688-0111
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WILLIAMSVILLE	NY	14221	(716) 632-6152
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WILLIAMSVILLE	NY	14221	(716) 632-6152
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Based on Nursing Home Compare - Complaint Deficiency

10/28/2010

12/01/2010

01/24/2011

01/01/1900

06/24/2008

01/01/1900

09/24/2008

01/01/1900

01/16/2008

01/01/1900

01/16/2008

01/01/1900

st francis home

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

st francis home

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

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335647

WILLIAMSVILLE SUBURBAN L L C

163 SOUTH UNION
ROAD

335647

WILLIAMSVILLE SUBURBAN L L C

163 SOUTH UNION
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WILLIAMSVILLE SUBURBAN L L C

163 SOUTH UNION
ROAD

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Based on Nursing Home Compare - Complaint Deficiency

03/19/2008

01/01/1900

04/08/2008

01/01/1900

10/06/2008

01/01/1900

10/06/2008

01/01/1900

11/10/2008

12/06/2008

11/10/2008

12/06/2008

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Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

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Based on Nursing Home Compare - Complaint Deficiency

Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Pattern	Minimal harm or potential for actual harm

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01/06/2009

01/01/1900

01/06/2009

01/01/1900

03/09/2009

01/01/1900

03/09/2009

01/01/1900

09/02/2009

01/01/1900

09/02/2009

01/01/1900

st francis home

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

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quality.

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
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Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
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Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
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Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
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Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
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post nurse staffing information.	Pattern	Potential for minimal harm
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Based on Nursing Home Compare - Complaint Deficiency

09/02/2009

01/01/1900

09/02/2009

01/01/1900

09/02/2009

01/01/1900

09/02/2009

01/01/1900

09/02/2009

01/01/1900

12/10/2009

01/01/1900

03/01/2010

01/01/1900

07/13/2010

08/03/2010

07/13/2010

08/03/2010

st francis home

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm

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		ROAD
335647	WILLIAMSVILLE SUBURBAN L L C	163 SOUTH UNION ROAD
335647	WILLIAMSVILLE SUBURBAN L L C	163 SOUTH UNION ROAD
335647	WILLIAMSVILLE SUBURBAN L L C	163 SOUTH UNION ROAD
335647	WILLIAMSVILLE SUBURBAN L L C	163 SOUTH UNION ROAD
335816	CANTERBURY WOODS	725 RENAISSANCE DRIVE

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WILLIAMSVILLE	NY	14221	(716) 632-6152
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WILLIAMSVILLE	NY	14221	(716) 929-5800
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12/20/2010

01/01/1900

01/11/2011

01/01/1900

01/11/2011

01/01/1900

01/11/2011

01/01/1900

03/26/2010

01/01/1900

st francis home

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

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from serious medication errors.		harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

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residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.